AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (currently amended) A method of reporting data related to an event comprising the steps of:

matching data elements from multiple systems in an integrated services system, wherein each of said multiple systems has a unique identifier within said integrated services system;

categorizing said matched data elements to create standard tables that contain information to be used to monitor and measure provided integrated services; and

generating a report from said standard tables.

2. (currently amended) A method of reporting data related to information technology services, comprising the steps of:

categorizing incidents reported to a service desk, each incident being categorized by a respective host system;

using a bridge to map data from other host systems, said mapped data being related to said categorized incidents and financial information;

utilizing said mapped data to further categorize and resolve said incidents;

generating reports based on data related to said categorized and/or resolved incidents; and

integrating said reports into continuous improvement programs.

3. (original) The method of reporting data of claim 2, wherein said reports provide information associated with the costs of fixing a problem related to at least a subset of said reported incidents.

4 – 15 (canceled)

16. (new) The method of reporting of claim 1, wherein said multiple systems are host systems comprising a help desk system, a dispatch/logistics/invoicing system, a financial system and a data warehousing system.

17. (new) The method of reporting of claim 16, wherein said host systems further comprise a password reset system, an acquisition data processing system, a network management system, a knowledge base system and an asset tracking system.

18. (new) The method of reporting of claim 1, wherein data from said multiple systems are tied together in a warehousing system.

19. (new) The method of reporting of claim 18, wherein said unique identifier relates different data associated with a specific customer.

20. (new) The method of reporting of claim 18, wherein said warehousing system categorizes said matched data elements.

21. (new) The method of reporting of claim 20, wherein said warehousing system generates said report, said method further comprising improving said monitored integrated services responsive to said information contained in said standard tables in said generated report.

22. (new) The method of reporting of claim 1, wherein said generated report includes real time information.

23. (new) The method of reporting of claim 1, wherein said generated report includes near real time information.

24. (new) The method of reporting of claim 2, wherein said host systems comprise a help desk system, a dispatch/logistics/invoicing system, a financial system and a data warehousing system.

25. (new) The method of reporting of claim 24, wherein said host systems further comprise a password reset system, an acquisition data processing system, a network management system, a knowledge base system and an asset tracking system.

26. (new) The method of reporting of claim 2, wherein a warehousing system maps said data and further categorizes and resolves said incidents.

27. (new) The method of reporting of claim 26, wherein said warehousing system further relates different data associated with a specific customer.

28. (new) The method of reporting of claim 26, wherein said warehousing system generates said reports.

29. (new) The method of reporting of claim 28, wherein said warehousing system includes real time information in said generated reports.

30. (new) The method of reporting of claim 28, wherein said warehousing system includes near real time information in said generated reports.